



## Hatty Blue employee handbook

- **When we brief you on a booking we will always brief you thoroughly and give you the following information:** *Full address, who to ask for, dress code, a full description of what your duties will be and what will be expected of you, length of booking and your hourly rate.*
- Always allow plenty of time to get to your booking – aim to arrive 10 minutes before your start time to get settled. If you are running late please call us on **0207 240 1813** and then we can advise what to do from there; be it call the client directly or we will call them for you. If you are unwell and unable to attend the booking please give us as much notice as possible. If you have to pull out of a booking of more than 1 day at the last minute be prepared for the fact that you may lose the booking completely as clients often like continuity and do not want to handover to two different temps.
- When you temp for Hatty you are flying the Hatty flag and are representing us. Be positive, reliable, upbeat and flexible. Avoid any office politics. Try to add value wherever you can.
- Every company has a different culture – some are more relaxed than others. The rule of thumb is to not use your mobile during working hours and avoid using the Internet for personal use.
- Always have your timesheet completed in full, signed and dated by yourself and authorised by your line manager or contact at the company at the end of each booking and leave a copy with the client and keep one for yourself.
- **It's your responsibility to ensure you get paid. Deadline for timesheets is 6pm Friday and if we haven't received your timesheet by Monday 10am at the latest, then you will miss the payroll. You are paid weekly and a week in arrears and your salary will be paid into your account the following Friday.**
- It is your responsibility to ensure you get paid. The deadline for receiving your fully completed and authorised timesheet is **6pm Friday**. If we haven't received your timesheet in time it could mean that you miss the payroll.
- Fully completed and authorised timesheets must be emailed to [payroll@hattyblue.co.uk](mailto:payroll@hattyblue.co.uk)
- Work hard and do a good booking – clients always give us feedback and if we hear that you have been really impressive, not only will that client want you back, but you will go to the top of our list to go out on more temp bookings!
- Enjoy your booking and always keep in touch with us so we know how you are getting on – temping is a great way of trying out companies and can quite often lead to you landing your dream job!!
- We are here to help. If you experience any difficulties or are unsure of anything please contact us on [julie@hattyblue.co.uk](mailto:julie@hattyblue.co.uk) or call us on 020 7240 1813.
- From 1st July 2014, Hatty Blue Recruitment Ltd will automatically enroll you into a workplace pension. It's a simple step towards saving for your future. More info: [www.gov.uk/workplacepensions](http://www.gov.uk/workplacepensions)



## Frequently asked questions

**Q. My line manager is not in the office today. Can I ask someone else to sign and authorise my timesheet in their absence?**

*A. Yes you can providing they are within a senior position.*

**Q. I work until after 6pm on Friday. If I send my timesheet after this time will this be too late?**

*A. No – as long as your timesheet is emailed to [payroll@hattyblue.co.uk](mailto:payroll@hattyblue.co.uk) as near to the deadline as possible then you will not miss payroll. The Payroll run is started first thing on Monday.*

**Q. I have holiday that I have accrued. How do I go about claiming holiday?**

*A. You will need to complete a holiday form in order to be paid for your holiday. Please make sure you inform Hatty Blue and your line manager 2 weeks prior to taking any leave. Please note we can only pay you for holiday that you have accrued to-date. Annual leave begins to build up ('accrues') as soon as you start your job. The amount of holiday pay will vary depending on whether you are working full time or part time basis.*

**Q. My last employer still has my P45, what should I do and will I be taxed more?**

*A. We do ask that all candidates provide us with their P45 from their last employer or jobcentre on registering with Hatty Blue. Without a P45 you may end up paying more tax than you need to which reduces your take home pay.*

**Q. I have registered with more than one agency. Another agency holds my P45 – how will I arrange this to be sent to Hatty Blue?**

*A. It is your responsibility to make sure that we receive your P45 prior to commencing as assignment. Please send your P45 from your last employer/agency to [payroll@hattyblue.co.uk](mailto:payroll@hattyblue.co.uk) or alternatively if you are unable to email it, bring the original to our office.*

**Q. What is a New Starter Form?**

*A. We require all candidates who register with Hatty Blue to complete a New Starter Form. Please complete this form in full and pay particular attention to correct spelling. Information that is crucial is your full name as it appears on your Birth Certificate and passport, your National Insurance Number, clearly written email address and your bank details. Please make sure this information is clear and readable as errors will result in delay in processing payroll.*

**Q. I do not wish to pay into the Hatty Blue Auto-enrolment pension scheme, can I opt-out?**

*A. Being auto-enrolled into the Hatty Blue Pension Scheme is subject to certain criteria based upon your income. If it is assessed that you meet this criteria then you will receive communication directly from the Hatty Blue pension provider – NOW: Pensions. Please wait until you receive their letter and or email which will provide you with full instructions on the next steps before deciding if a pension is right for you.*

**Once in communication with NOW: Pensions you will need your Payroll ID which can be found next to your name on your payslip.**